

Schuler, Kelly

From: Kibe, Brandon L [Brandon.Kibe@Nav-International.com]
Sent: Monday, June 28, 2004 8:40 AM
To: Schuler, Kelly
Subject: ~~044-288~~ 03V-0602



04507 DEALER
LETTER.PDF



04507 CUSTOMER
LETTER.PDF



03502 04507
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Kelly,

Please find attached the documents. Customer Notification will begin Friday, July 2.

<<04507 DEALER LETTER.PDF>> <<04507 CUSTOMER LETTER.PDF>> <<03502 04507
COMBO CUSTOMER LETTER.PDF>>

Brandon Kibe
Compliance Coordinator
Truck Reliability & Quality

International Truck and Engine Corporation
3033 Wayne Trace
Fort Wayne, IN 46806

Phone: (260) 461-1917
Fax: (260) 461-1814

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INTERNATIONAL TRUCK AND ENGINE CORPORATION

4201 WINFIELD ROAD, WARRENVILLE, IL 60555

TRUCK GROUP

SAFETY RECALL 03502 & SAFETY RECALL 04507

June 2004

03V-062

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and involves separate recalls. International has decided that two separate defects related to motor vehicle safety exists in your vehicle: (1) Bosch brake caliper assembly and slide pin assembly of certain bus models built 10/28/1997 thru 6/3/2002 with hydraulic disc brakes and (2) Kelsey-Hayes anti-lock brake electronic control unit of certain bus models built 2/28/1999 through 4/5/2004 with hydraulic disc brakes.

The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

RECALL 03502

Reason for Recall

The brake system may experience calipers sticking in the applied position.

Risk to Motor Vehicle Safety

When undetected, the stuck caliper condition may result in premature brake component wear, excessive or abnormal heat generation at one or more of the wheel ends, or a wheel end fire without warning, possibly resulting in property damage, personal injury, or death.

RECALL 04507

Reason for Recall

The anti-lock brake system (ABS) electronic control unit may misinterpret a corrupt wheel speed signal.

Risk to Motor Vehicle Safety

The corrupt wheel speed signals may improperly activate the ABS. Instead of deactivating the ABS. This may result in the driver experiencing a hard pedal feel and a decrease in deceleration at the end of the stop, resulting in extended stopping distances which could cause a vehicle crash without warning, possibly resulting in property damage, personal injury, or death.

ACTION YOU SHOULD TAKE

1. Our records show that you are the owner of the vehicle identified on the enclosed card. If you are not the owner, please read paragraph number 4.

2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired.

All vehicles involved in these recalls must be inspected and repaired accordingly.

Dealers will have parts and instructions to make the inspection and repair by 6/1/2004. The inspection and repair for both recalls will be performed without charge to you and will take approximately four (4) to five (5) hours. Have your dealer verify and correct your address, if necessary.

If your local International dealer performs the repair, they will submit a warranty claim; therefore, you DO NOT have to mail in the campaign card.

3. If the vehicle will not or cannot be corrected, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.
4. In the event you do not own the vehicle described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so we can contact the new owner and you will not be contacted again regarding these recalls.

REIMBURSEMENT OF REPAIRS COMPLETED PRIOR TO THE RELEASE OF THESE RECALLS

If you paid to repair your vehicle for these defects prior to receiving this letter, you may be eligible for reimbursement of the repair costs if they were incurred between 6/01/2003 and 6/30/2004. Contact your local International dealer, with your original repair documentation and proof of payment, and the service advisor will determine what if any of the repair costs will qualify for reimbursement. International dealers determine what repair costs are eligible for reimbursement. However, if you choose not to work through an International dealer, you may submit the enclosed "REQUEST FOR REIMBURSEMENT" form, repair documentation, and proof of payment to:

International Truck and Engine Corporation
Warranty Claim Center Reimbursement Department
P.O. Box 888
Warrenville, IL 60555

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual or by calling toll free 1-800-448-7826.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590, or call the toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to the correction of this defect and apologize for any inconvenience this may cause you.

INTERNATIONAL TRUCK AND ENGINE CORPORATION